



SUPERVISING INVESTIGATOR II, DEPARTMENT OF CONSUMER AFFAIRS

Open, Non-Promotional Examination

www.dca.ca.gov



The Department of Consumer Affairs provides equal employment opportunities to all regardless of age, race, sex (Gender), ancestry, color, religion, disability, national origin, marital status, political affiliation or opinion, sexual orientation or pregnancy.

It is an objective of the State of California to achieve a drug-free work place. The use of illegal drugs is against state and federal laws, rules governing civil service and violates the special trust placed in public servants. Applicants for state employment are expected to be drug-free.

Salary Range: \$5859 - \$7073

Final Filing Date: JUNE 29, 2007

HOW TO APPLY

This is an open – non-promotional exam for the Department of Consumer Affairs. Please submit an application (STD 678) to the address indicated below. **DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.**

NOTE: All applications must include: "to" and "from" dates (month/day/year); time base; and civil service class titles. Applications received without this information will be rejected. Resumes will not be accepted in lieu of a completed State Application, Form STD 678.

NOTE: The Department of Consumer Affairs' Selection Services Unit and/or the State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if there are any changes in circumstances surrounding the original examination plan.

WHERE TO APPLY

MAIL TO:

Department of Consumer Affairs
Attn: Selection Services (B. DeAngelis)
P.O. Box 980428
West Sacramento, CA 95798-0428

HAND DELIVER TO:

Department of Consumer Affairs
Attn: Selection Services (B. DeAngelis)
1625 N. Market Blvd., Suite N 321
Sacramento, CA 95834

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, mark "yes" on Question #2 on the Examination and/or Employment Application. The Selection Services Unit will contact you to make special testing arrangements. Telecommunication Device for the Deaf (TDD) number is (916) 322-1700 or 1 (800) 735-2929.

FINAL FILE DATE

June 29, 2007. Applications must be **POSTMARKED** no later than the final filing date. Applications postmarked, personally delivered or received via interagency mail after the final filing date will not be accepted for any reason.

STRUCTURED QUALIFICATIONS APPRAISAL PANEL

It is anticipated that a Structured Qualifications Appraisal Panel Interview will be scheduled during the months of August/September 2007.

NOTE: Oral interviews will consist of a series of questions designed to measure responses competitively. The panel will only take into consideration the responses to those questions.

REQUIRED IDENTIFICATION

Accepted applicants will be required to bring either a photo identification card or two forms of signed of identification to the examination.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the education and/or experience requirements for this examination by the final file date.

NOTE: This is an open non-promotional examination. Applications will not be accepted on a promotional basis. Career credits apply.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

**MINIMUM
QUALIFICATIONS**

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I "or" II, "or" III, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirements.

Either I

Experience: One year of experience in the California state service performing the duties of a Supervising Investigator I, Department of Consumer Affairs.

Or II

Experience: Three years of experience in the California state service performing the duties of a Senior Investigator, Department of Consumer Affairs.

Or III

Experience: Five years of progressively responsible experience as a peace officer involved in civil or criminal investigative work, including or supplemented by at least two years of supervisory experience in an investigative assignment. (Experience in California state service applied toward this requirement must include at least three years performing duties of a class at a level not less than that of a Senior Investigator, Department of Consumer Affairs.); **AND**

Education: Equivalent to completion of two years of college with a major in criminal justice, police science, law enforcement or criminology.

**DEFINITION OF
TERMS**

The words "**performing the duties of...**" means the applicant must have the amount of experience in State service in the class specified (or on a training and development (T&D), or **approved** out-of class assignment to the class.)

Equivalent to two years of college – Associates Degree, completion of the number of units typical of two full years of college (60 or more semester units or 90 or more quarter units) with a major in criminal justice, police science, law enforcement, or criminology.

**POSITION
DESCRIPTION**

This is the full supervisory level in the series. Incumbents plan, organize, and direct the investigation program in an assigned geographic region of the State; assign priorities and develop specific work plans for all program components in their region; review work progress and workload requirements; assist in the development and implementation of administrative policies and procedures. Incumbents may assist the Chief in planning, developing and directing a statewide investigative program/operations; act in the absence of the Chief; and may act as liaison with related law enforcement and allied agencies.

**EXAMINATION
INFORMATION****STRUCTURED QUALIFICATIONS APPRAISAL PANEL
WEIGHTED 100%**

The examination will consist of a Structured Exercise followed by a Qualifications Appraisal Panel Interview. In order to obtain a position on the eligible list, a combined minimum rating of 70% must be attained. You must pass both parts of this exam to be placed on the eligible list. **Candidates who do not appear for each phase of the examination will be disqualified.**

In evaluating the candidate's knowledge, skills and abilities, the exam has been developed to measure each candidate's:

Knowledge of:

1. Techniques and methods used in administering specialized investigative and enforcement programs, and in exchanging information with multi-jurisdictional agencies.
2. Current management theories and methods of evaluation.
3. Organization and functions of the Department of Consumer Affairs, and other local, State and Federal agencies.
4. Principles and techniques of supervision.
5. Advanced training techniques and methods as applied to peace officer training.
6. The Department's Equal Employment Opportunity Program objectives, a supervisor's role in the Equal Employment Opportunity Program and the processes available to meet Equal Employment Opportunity objectives.
7. Program policies and procedures.
8. Administrative and criminal investigative techniques.
9. Interview and interrogation processes and procedures.
10. Provisions of the Government Code, Health and Safety Code, Business and Professions Code, California Penal Code, Controlled Substances Act, and other related codes.
11. Administrative and criminal procedures.
12. Methods used in securing and preserving evidence.
13. Laws of arrest.
14. Search and seizure.

**EXAMINATION
INFORMATION
(CONTINUED)****Ability to:**

1. Administer and manage a law enforcement program.
2. Plan, organize, coordinate, evaluate and direct the investigative efforts of multiple field offices in a given geographical area.
3. Assist in the formulation of the program's policies.
4. Implement or assist in administering investigator training programs statewide.
5. Address boards and bureaus, general public and allied agencies regarding the Program's mission and purpose.
6. Utilize effective and contemporary methods of sound fiscal and personnel management.
7. Research, recommend and implement organizational improvements.
8. Plan and conduct the most, difficult, complex and sensitive administrative and criminal investigations.
9. Effectively supervise the work of a team of investigators and other administrative personnel.
10. Conduct and conclude background and internal affairs investigations.
11. Independently direct a special project or assignment.
12. Effectively contribute to the Department's Equal Employment Opportunity objectives.
13. Analyze situations accurately and take effective action.
14. Appear as an expert witness.
15. Use, maintain and qualify with a firearm.
16. Maintain and demonstrate defensive tactics skills.
17. Prepare accurate investigation reports.
18. Establish and maintain cooperative working relationships.
19. Communicate effectively both orally and in writing.
20. Operate a vehicle.

**JOB
CHARACTERISTICS**

All levels in the Investigator, Department of Consumer Affairs, class series will be required to satisfactorily complete a basic investigative training course as prescribed by the Commission on Peace Officer Standards and Training (POST) prior to the completion of their probationary period. In addition, the Supervising Investigator classes will be required to complete the supervisory course as prescribed by POST. These courses must also be completed prior to the completion of the probationary period of the respective class. Failure to do so will be considered evidence of unsatisfactory progress and cause for rejection during the probationary period.

**SPECIAL PERSONAL
CHARACTERISTICS**

Willingness to work in various locations throughout the State and at odd and irregular hours; keenness of observation; good memory for names, faces, places, and incidents; tact; willingness to associate with criminally inclined persons and environments; satisfactory record as a law-abiding citizen; ability to work under stress and adverse conditions; and possession of a valid California driver's license of the appropriate class issued by the Department of Motor Vehicles.

**SPECIAL PHYSICAL
CHARACTERISTICS**

Good health, emotional maturity and stability; sound physical condition; strength, endurance and agility necessary to cope with the demands of the job; normal hearing; normal vision or vision corrected to normal; weight proportional to age and height.

**CITIZENSHIP
REQUIREMENT**

Existing law provides that peace officers be either a U.S. citizen or a permanent resident alien who is eligible for and has applied for U.S. citizenship at least one year prior to the final file date for this examination. The one-year requirement does not apply to permanent resident aliens who have applied for peace officer classes prior to their 19th birthday. {Government Code Section 1031(a).}

MINIMUM AGE

Minimum age at time of appointment: 18 years. **(Applicants must state their birth date on their application.)**

**FELONY
DISQUALIFICATION**

Existing law provides that persons convicted of a felony are disqualified from employment as peace officers. Such persons are not eligible to complete for, or be appointed to, positions in this class. In addition, use of "hard drugs" (e.g., heroin, cocaine, or hallucinogenics) at any time as an adult constitutes basis for disqualification from peace officer examinations. {Government Code Section 1029.}

**FIREARM
DISQUALIFICATION**

Persons convicted of a misdemeanor crime of domestic violent as defined in the 1996 amendment of the Federal Gun Control Act of 1968 are disqualified from appointment to this classification. In addition, anyone who is restricted for employment-related purposes from accessing, possessing, carrying, receiving, or having under his/her control, a firearm or ammunition under all application State or Federal laws is ineligible for appointment to any position in this classification.

**BACKGROUND
INVESTIGATION**

Pursuant to Government Code Sections 1031(a) and 8880.38 all persons successful in examinations for this class will be required to undergo a thorough background investigation prior to appointment.

**MEDICAL
REQUIREMENT**

Pursuant to Government Code Section 1031(f), persons appointed to a peace officer class shall undergo a medical examination to determine that he/she can perform the essential functions of the job safely and effectively.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

PSYCHOLOGICAL REQUIREMENT	Government Code Section 1031(f) and POST regulation 1002(a) (7) requires psychological screening of applicants for peace officer classifications.
ELIGIBLE LIST INFORMATION	An Open / Non Promotional Statewide eligible list will be established for the Department of Consumer Affairs. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrants a change.
VETERAN PREFERENCE	Veterans preference credit will not be granted since this is not considered an entry-level examination.
CAREER CREDITS	Career credits will be granted in this examination.

GENERAL INFORMATION

It is the candidate's responsibility to contact the Department of Consumer Affairs' Selection Services Unit at (916) 574-8350 three weeks after the final file date if a progress note is not received.

If the notice of exam fails to reach the competitor prior to the interview date due to a verified postal error, the competitor may be rescheduled upon written notice.

Applications are available the State Personnel Board office, local Employment Development Department offices, the Department noted on the front of this bulletin and at www.spb.ca.gov.

If you meet the requirements to participate in this examination, you will be scheduled to participate in a competitive test in which your performance is compared with other competitors in the exam. All competitors who pass will be ranked according to their scores. Meeting the entry requirements does not assure success in the exam or placement on the employment list.

Examination Locations: Test locations are determined by the number of candidates and are limited or extended as conditions warrant. Ordinarily exams are scheduled in Sacramento, San Francisco, Los Angeles, or the spot(s) location(s) listed on the front of the bulletin.

Employment lists: Employment lists are established by competitive examination and are used in the following order, regardless of list date: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, and 6) open. The oldest dated list will be used first. All lists will expire in one to four years unless otherwise stated on this bulletin.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others. Competitors must be in a state of health consistent with the ability to perform the essential functions of the duties assigned to the class. A medical examination may be required. In open examinations, investigation of employment records, personal history, and fingerprinting may be required.

Veterans Preference: California law limits the granting of veterans preference credits to entrance examinations. When credit is granted it is as follows: 10 points for veterans, widows or widowers of veterans and spouses of 100%-disabled veterans; and 15 points for disabled veterans. Directions for applying for veterans preference is on the Veterans Preference Application form that is available from State Personnel Board offices or written test proctors.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Career Credits: In Open/Non Promotional Examinations career credits are granted to: 1) State employees with permanent civil service status; 2) Full-time employees of the State who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individual who have served one full year in, or graduates of the California Conservation Corps (eligible shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code Section 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the application Form STD 678. (Section 4 of Article VII of the California Constitution is posed at the State Personnel Board, 801 Capital Mall, Sacramento.)